

## HOUSE RULES HOTEL2STAY

To ensure everybody gets to enjoy their stay in our hotel, please observe the following House rules and pass those on to your fellow travellers. We ask you kindly to respect the rules.

### Emergency exits

- It is not allowed to store any personal items or belongings near or in the stairways or corridors of Hotel2Stay.
- Emergency routes, corridors and exits must remain clear at all times. Use of emergency exit doors is strictly prohibited in non-emergency situations.
- Anyone that blocks the stairways, emergency routes, corridors and/ or exit points or uses an emergency exit door in a non-emergency situation will immediately receive an official warning and will also receive a financial charge of €150,- (fee).

### Smoking

- Smoking in Hotel2Stay is prohibited. If any member of Hotel2Stay team caught you smoking in the building or finds evidence of smoking including the use of 'e-cigarettes', there will be an immediate charge of €200,- (fee).
- Smoking is only prohibited within 5 meters of the main entrance door(s) of Hotel2Stay.
- If people continue to smoke in non-designated areas or manipulate or obstruct the placed smoke detectors in any way, their contract with Hotel2Stay will be terminated and they are obliged to leave Hotel2Stay within 1 day. In such case, the payment obligation for the agreed term of your stay will continue unabridged.

### Fire alarm

Hotel2Stay takes no responsibility for the costs of fire alarms set off by illegal burning of candles, illegal smoking or the manipulation of smoke detectors by any person. Manipulating or obstructing a smoke detector will lead to an immediate charge of €275,- (fee) and immediate termination of the hotel contract. In such case, the payment obligation for the agreed term of your stay will continue unabridged.

### Illegal substances, drugs, nitrous oxide and weapons

Bringing illegal substances, drugs, nitrous oxide and weapons into the hotel is strictly forbidden and will lead to immediate eviction. In such case, the payment obligation for the agreed term of your stay will continue unabridged. Hotel2Stay will notify the proper authorities.

### Exploiting the room for business use

In case hotel staff suspects that the room is used for commercial purposes, like prostitution, the hotel contract will be ended immediately. In such case, the payment obligation for the agreed term of your stay will continue unabridged. Hotel2Stay will notify the proper authorities.

### Respect to other guests and staff

Please ensure that you respect all members of staff and your fellow residents. Hotel2Stay is a safe and friendly environment where everybody should be treated with the same level of respect. Hotel2Stay has a zero tolerance approach towards discrimination, bullying, intimidation or violence to any of its staff or guests.

### Gym

- The gym is available for all guests of Hotel2Stay. The gym is open 7 days a week. Use of the gym is at the risk of the guest. Hotel2Stay does not accept responsibility for any injuries that occur while using the gym equipment.
- When using the gym equipment and materials ensure that everything is returned in the correct place and that nothing is taken out of the gym area. Do not misuse any of the equipment.



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### Sauna

- The sauna is available for rent for all guests of Hotel2Stay. The minimum age to make use of the sauna is 18 years or older. The sauna can be rented per hour for €50,- per hour. Use of the sauna is at the risk of the guest. Hotel2Stay does not accept responsibility for any injuries that occur while using the sauna.
- When using the sauna and materials ensure that everything is returned in the correct place and that nothing is taken out of the sauna area. Do not misuse any of the equipment.

### Room

- It is forbidden to apply nails, screws, etc. in walls, floors and ceilings of your room. It's also not allowed to (re)move the fixed furniture in the room. The following items are prohibited within Hotel2Stay: candles, incense sticks, additional furnishings, deep fat fryers and woks, oil burners, or any other equipment that is likely to offset the fire alarm and/or cause dangerous situations.
- In the building permit of Hotel2Stay it is stated the municipality does not allow displaying flags, posters or any other decoration in the windows. Any decorations in the windows has to be removed immediately.
- If rooms are damaged or left extremely dirty during a stay, guests will be charged a cleaning or damage/vandalism fee or the amount it costs to replace damaged item + 50/hr. labor fees to return room to its original state. This includes missing/damaged remotes, bedding, towels, windows, TVs, window screens, appliances, fixtures, furniture, doors, lights, mirrors, etc.

We are a small family-run business and have created a space to be enjoyed and respected. As we will do our best to serve you please return the courtesy.

### Mail and packages

- Mail and packages that are delivered at the reception will be sorted and distributed during the night after delivery.
- Hotel2Stay does not accept responsibility for mail or packages that are damaged or that got lost.
- Please make sure that you de-register at city hall from Hotel2Stay's address and change your address with all companies, agencies and your university after your check-out. Hotel2Stay will keep all mail for guests that have left for 3 weeks after receipt of the mail. After 3 weeks the mail will be returned to the sender.

### Pets

Pets are not allowed in Hotel2Stay. Cleaning costs as well as costs for removal of scents arising from holding pets will be charged to the guests or visitor that is illegally keeping the pet in the hotel.

### Responsibility

- Hotel2Stay is not responsible for damage to or theft of personal property. This includes any property in the stored luggage and delivered packages.
- Hotel2Stay does not accept any form of vandalism or theft of its property. Anybody who is vandalizing the property of Hotel2Stay will be charged with an initial fine of € 100,- and labour and replacement costs. If the vandalism results in loss of turnover for Hotel2Stay the perpetrator will also be charged for this loss of turnover. Depending on the severity of the vandalism, it will be left to the discretion of the Hotel Manager on how to proceed. Any accidental damage caused may be handled without any charge if guests are upfront and honest about what happened.

### Check out procedure (Hotel Bookings only)

- The standard check out time of Hotel2Stay is 11 a.m. (11:00hrs) without any additional charges. Late check outs are available for an hourly surcharge of €10 with a maximum of 2 hours and upon availability.
- If the standard check-out time is exceeded by the guest without notifying the reception, the hotel is authorized to charge additional costs.
- Hotel2Stay will and may deduct any outstanding charges from your deposit.

### Check out procedure (Extended Stay Bookings only)

- Approximately four (4) weeks before the Hotel Agreement ends Hotel2Stay will perform a room check in the room of extended stay guests. The purpose of the room check is to see if Hotel2Stay needs to carry out repairs and if the cost for the repairs will be paid by Hotel2Stay or by you. The room check will be scheduled by Hotel2Stay and you will be informed of the planned time slot for your room check. You do not have to be present during your room check. You can obtain a copy of the room check form at the reception the day after your room check. In this case you have 7 days to confirm the room check. After these 7 days' notice Hotel2Stay will deduct any outstanding charges from your deposit.
- As part of the check-out procedure you need to provide Hotel2Stay with a proof of de-registering at the City hall from Hotel2Stay's address.

### Maximum length of stay

- Hotel2Stay does not offer permanent accommodation. Hotel2Stay offers a maximum stay of 6 months within a 18 month period. This means that if a booking is made for 6 months, then the next 12 months there are now bookings allowed for an extended stay.
- Any bookings that exceed 6 consecutive months will be terminated and the Guest needs to leave the hotel immediately. Payments that are made in advance will be returned. The deposit will not be repaid.
- In case the personal details of the Guest have (deliberately) been altered in order to exceed the maximum length of stay the payment obligation for the Guest towards Hotel2Stay for the agreed term will continue unabridged.

### Noise

There should be no noise (parties, music) in the common areas, the rooftop terrace and/or right outside the hotel after 23.00hrs. If the hotel receives too many complaints from guests or neighbours, the following "3 strike" procedure will apply:

1st complaint – the hotel will issue the offending guest(s) with their 1st strike

2nd complaint – the hotel will issue the offending guest (s) with their 2nd and final strike

3rd complaint – the hotel will terminate the hotel contract of offending guest(s) with Hotel2Stay

### CCTV

For your safety and the safety of the other guests of Hotel2Stay CCTV footage in the residential areas are recorded and filed. In case of serious incidents on our property Hotel2Stay will provide the CCTV images to the proper authorities.

### Technical Issues

Please always report technical issues. We will process technical malfunctions as soon as possible during office hours on week-days. Urgent issues will be dealt with as a priority and will be handled urgently. Our technical staff is able to enter your room. You do not have to be present for repairs to be carried out.

### Internet use

Hotel2Stay offers its guests free Wi-Fi. We strictly prohibit our guests from using the Wi-Fi network for illegal activities and the use and installation of private networks or private routers. The quality of our Wi-Fi network can be negatively influenced by these private networks and routers and we want all our guests to benefit from our Wi-Fi network. Any use of the Wi-Fi network for illegal activities and use of private networks or routers can lead to fines and cancellation of the contract as stated in the Terms & Conditions.



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### Notifications

Hotel2Stay is authorized to refuse you access to the hotel when violating the House rules as mentioned above. For more information about Hotel2Stay or any of our services, take a look at our website.